

## Industrial Commission Compensation

### Description:

The Industrial Commission was established to impartially and efficiently administer the Idaho Workers' Compensation Law in a manner that encourages a safe work environment, prompt, accurate benefit payments, timely dispute resolution, and quality vocational rehabilitation services at a reasonable cost to employers. The overall responsibilities performed by the Compensation Division include evaluating insurance carriers wishing to write workers' compensation insurance and employers wishing to become self-insured; ensuring adequate securities are on deposit with the State Treasurer to cover outstanding awards; enforcing the coverage requirements of the Workers' Compensation Law; monitoring benefit payments to assure they are provided promptly and accurately; assisting parties to workers' compensation claims by supplying accurate information and facilitating the informal resolution of disputes.

### Major Functions and Targeted Performance Standard(s) for Each Function:

1. Employer Compliance: Enforce coverage requirements of Workers' Compensation Law.

- A. First contact (letter) with employers identified as out of compliance made within an average of 14 days;

Actual Results			
1997	1998	1999	2000
not tracked	not tracked	14 days	14 days
Projected Results			
2001	2002	2003	2004
14 days	14 days	14 days	14 days

- B. Employers refusing to obtain the required insurance referred to Deputy Attorney General within 10 days of notification of pending legal action;

Actual Results			
1997	1998	1999	2000
14 days	12 days	12 days	7 days
Projected Results			
2001	2002	2003	2004
10 days	10 days	10 days	10 days

- C. Personal contact made with the employer by a Compliance Investigator within an average of 21 days of the referral of the case to the investigator;

Actual Results			
1997	1998	1999	2000
32 days	14 days	18 days	23.9 days
Projected Results			
2001	2002	2003	2004
14 days	14 days	14 days	14 days

- D. 90% of Proof of coverage notifications received electronically by FY 2001.

Actual Results			
1997	1998	1999	2000
0%	100%	100%	100%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

## Industrial Commission Compensation

2. Benefits Administration: Review all settlements and closing documents to assure workers receive the appropriate benefits.

A. 90% of lump sum settlements processed within 14 days of receipt;

Actual Results			
1997	1998	1999	2000
92.00%	92.04%	92.05%	92.52%
Projected Results			
2001	2002	2003	2004
92.00%	92.00%	92.00%	92.00%

B. 90% of summary of payments processed within an average of 60 days of receipt.

Actual Results			
1997	1998	1999	2000
91.70%	92.48%	94.68%	90.69%
Projected Results			
2001	2002	2003	2004
96.00%	96.00%	96.00%	97.00%

3. Records Management: Maintain a record of all claims for workers' compensation benefits.

A. First report of injury forms processed and data entered within an average of 5 days following receipt

Actual Results			
1997	1998	1999	2000
2 days	1 day	2 days	3 days
Projected Results			
2001	2002	2003	2004
2 days	2 days	2 days	2 days

B. 75% of first report of injury forms received electronically by FY 2001.

Actual Results			
1997	1998	1999	2000
8.50%	8.08%	9.99%	11.10%
Projected Results			
2001	2002	2003	2004
36.00%	79.00%	90.00%	75.00%

### Program Results and Effect:

The Compensation Division has continued to meet or exceed all performance Parameters, while significantly increasing its emphasis on customer outreach activities. These activities center around visits to sureties and employers across the state. During these visits, staff members audit company compliance with statutory and regulatory requirements, provide training to company employees, and share innovative and efficient practices encountered during visits to other companies. Continued efforts to expand our acceptance of electronically submitted First Reports of Injury will result in a reduction in our manual data entry requirements. Employees formerly engaged solely in data entry are being trained to perform reviews of summaries of payments, enhancing the Commission's efficiency and production.

For more information contact William D. Robbins at 334-6042.

**Description:**

As a neutral party, the Rehabilitation Division supports medical recovery while facilitating an early return to employment as close as possible to the workers pre-injury status and wage. Rehabilitation consultants serve injured workers from ten field offices statewide. Referrals for services from this division come from many sources. However, the majority of referrals are received from employers or their insurance companies.

**Major Functions and Targeted Performance Standard(s) for Each Function:**

1. Provide early contact and prompt evaluation of the injured workers' needs.

- A. Contact referrals, complete the initial evaluation, and determine eligibility within 25 days of receiving a referral.

Actual Results			
1997	1998	1999	2000
16 days	13 days	11 days	15 days
Projected Results			
2001	2002	2003	2004
17 days	17 days	17 days	17 days

- B. Contact employer and complete an evaluation of the pre-injury job within 30 days of receiving a referral.

Actual Results			
1997	1998	1999	2000
16 days	13 days	15 days	17 days
Projected Results			
2001	2002	2003	2004
17 days	17 days	17 days	17 days

2. Return the injured worker to employment at a wage as close to pre-injury as possible.

- A. At least 60% of workers rehabilitated returned to a position with the time-of-injury employer.

Actual Results			
1997	1998	1999	2000
62%	63%	62%	62%
Projected Results			
2001	2002	2003	2004
65%	65%	65%	65%

- B. Workers whose cases are closed as "rehabilitated" earn an average of at least 90% of their pre-injury wage.

Actual Results			
1997	1998	1999	2000
98%	99%	98%	99%
Projected Results			
2001	2002	2003	2004
98%	98%	98%	98%

**Program Results and Effect:**

The Commission's Rehabilitation Division continues to be extremely effective in assisting injured workers in their return to employment. Last fiscal year's statistics show workers rehabilitated by the division retaining their pre-injury wage earning level. In addition to benefiting workers, this has a positive financial effect on employers in terms of reduced disability payments.

For more information contact William D. Robbins at 334-6042.

## Industrial Commission

### Crime Victims

#### Description:

The Crime Victims Compensation Program was created to provide financial compensation to innocent victims who suffer injury or death as a result of criminal acts of others.

#### Major Functions and Targeted Performance Standard(s) for Each Function:

1. Determine eligibility of individuals seeking compensation.

- A. Complete data entry of application for compensation and request needed reports from law enforcement and prosecuting attorneys' offices within an average of 10 days following the receipt of the application.

Actual Results			
1997	1998	1999	2000
10 days	10 days	3 days	4 days
Projected Results			
2001	2002	2003	2004
10 days	10 days	10 days	10 days

- B. Reduce turn-around time on production of law enforcement reports to 45 days.

Actual Results			
1997	1998	1999	2000
N/A	50 days	24 days	62 days
Projected Results			
2001	2002	2003	2004
45 days	45 days	45 days	45 days

- C. Determine eligibility within an average of 30 days following the receipt of all required information.

Actual Results			
1997	1998	1999	2000
30 days	26 days	30 days	39 days
Projected Results			
2001	2002	2003	2004
30 days	30 days	30 days	30 days

- D. Determine eligibility within an average of 90 days following receipt of the application for compensation.

Actual Results			
1997	1998	1999	2000
N/A	90 days	72 days	82 days
Projected Results			
2001	2002	2003	2004
90 days	90 days	90 days	90 days

- E. Pay claimant's first bill within an average of 30 days after determination of eligibility.

Actual Results			
1997	1998	1999	2000
N/A	60 days	32 days	21 days
Projected Results			
2001	2002	2003	2004
35 days	30 days	30 days	30 days

- F. Pay claimant's first bill within an average of 120 days from receipt of application for compensation.

Actual Results			
1997	1998	1999	2000
N/A	150 days	146 days	138 days
Projected Results			
2001	2002	2003	2004
138 days	135 days	130 days	125 days

2. Determine eligibility of expenses and make appropriate payments.
  - A. Determine compensability of provider's bill within 30 days following submission of all required information.

Actual Results			
1997	1998	1999	2000
30 days	45 days	30 days	30 days
Projected Results			
2001	2002	2003	2004
25 days	25 days	25 days	25 days

- B. Review all bills to assure payments have been made from collateral sources prior to payment by the CVCP.

Actual Results			
1997	1998	1999	2000
100%	100%	100%	100%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

**Program Results and Effect:**

During FY 2000, the Commission continues to process work flow of the Crime Victims Compensation Program (CVCP) below targeted processing goals. Although the number of applications for benefits received by the program remained consistent with FY 1999, there was a 20% increase in the number of eligibility decisions made in FY 2000. The CVCP is currently processing Requests for Payments within 21 days of eligibility decision (34% improvement over FY 1999) and within 3 days of the receipt of the required documentation (90% improvement over FY 1999).

For more information contact William D. Robbins at 334-6042.

## Industrial Commission

### Adjudication

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#### Description:

The Adjudication Division, including the Commissioners, Referees, and Mediators, ensures the timely processing and resolution of controverted workers' compensation claims and medical fee disputes; provides judicial review of appeals from the Idaho Department of Labor; and hears appeals from determinations made by the Crime Victims Compensation Program.

#### Major Functions and Targeted Performance Standard(s) for Each Function:

1. Provide prompt and fair adjudication of workers' compensation disputes.

A. Hearings should be held within 120 days following receipt of the request for calendaring;

Actual Results			
1997	1998	1999	2000
153 days	137 days	130 days	117 days
Projected Results			
2001	2002	2003	2004
120 days	120 days	120 days	120 days

B. Decisions should be issued within 90 days following the date the case is under advisement.

Actual Results			
1997	1998	1999	2000
143 days	130 days	153 days	66 days
Projected Results			
2001	2002	2003	2004
90 days	90 days	90 days	90 days

2. Provide an alternative method of resolving disputes through the use of mediation.

A. Mediations should be scheduled within 30 days following the request for mediation;

Actual Results			
1997	1998	1999	2000
20 days	22 days	13 days	16 days
Projected Results			
2001	2002	2003	2004
30 days	30 days	30 days	30 days

B. 80% of mediated cases should be resolved successfully.

Actual Results			
1997	1998	1999	2000
89%	80%	86%	77%
Projected Results			
2001	2002	2003	2004
80%	80%	80%	80%

3. Provide prompt and fair appellate review of lower level cases on appeal from the Department of Labor unemployment insurance benefits.

A. 50% of decisions should be issued within 45 days following receipt of the appeal.

Actual Results			
1997	1998	1999	2000
66.4%	52%	52.6%	93%
Projected Results			
2001	2002	2003	2004
80%	80%	80%	80%

B. 80% of decisions should be issued within 75 days following receipt of the appeal.

Actual Results			
1997	1998	1999	2000
75.3%	77%	62.1%	99.4%
Projected Results			
2001	2002	2003	2004
90%	90%	90%	90%

C. 95% of decisions issued within 150 days following receipt of appeal.

Actual Results			
1997	1998	1999	2000
not tracked	not tracked	67.6%	99.6%
Projected Results			
2001	2002	2003	2004
98%	98%	98%	98%

D. Decisions issued within an average of 45 days from receipt of appeal.

Actual Results			
1997	1998	1999	2000
not tracked	not tracked	143	35
Projected Results			
2001	2002	2003	2004
45	45	45	45

**Program Results and Effect:**

The Adjudication Division continues to focus its efforts on timely resolution of disputes. This effort has resulted in a 57% decrease in the average time required to issue a decision in workers' compensation cases and over a 75% decrease for unemployment insurance appeals. For the first time ever, the Commission is far ahead of all Federal time standards for unemployment appeals. In addition, the mediation program continues to be an extremely successful process for resolving disputes without the need of a formal hearing.

The first of the two new performance standards for unemployment insurance appeals reflects the addition of a third Federal time standard for processing these cases, requiring state appellate bodies to process 95% of all cases within 150 days of the date the appeal is received. The second new performance standard provides a more accurate picture of the Commission's timeliness in resolving unemployment insurance appeals. It mirrors our timeliness performance standard for workers' compensation cases.

For more information contact William D. Robbins at 334-6042.